



RIVERMEAD HOUSE RESIDENT ENGAGEMENT STRATEGY

Policy Control

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**Rivermead House
Resident Engagement Strategy
2026-2028**



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1.0 Rivermead House Information

1.1 Rivermead House, located on Bath Street, Derby, is a multi-storey residential building officially opened on 14 May 1965 by Niall MacDermott, MP for Derby North. The opening marked the completion of Derby's 10,000th post-war dwelling.

1.2



Civic dignitaries attending the official opening of Rivermead House flats, Bath Street, Derby.

1.3 Until the late 1950s, Bath Street consisted of 19th-century housing. Following air-raid damage in 1941, Derby Corporation undertook repairs; however, by 1959 many properties were deemed unfit and acquired for redevelopment under a compulsory purchase order.

1.4 The building contract was awarded in 1963 to the Council's Building Works Department, using an industrialised construction system with large precast concrete panels. The finished 12-storey block comprises ninety-four flats with electric underfloor heating, communal TV/radio aerials, built-in drying cabinets, and ground-floor cycle storage.

At the time, this method represented a modern and innovative approach. E. E. Armstrong, Chair of the Housing Committee, praised the project for demonstrating progressive building practices.

1.5 As of 1 January 2026, Rivermead House contains **93 flats**: 76 social housing units and 17 leasehold properties.

Facilities include:

- 12 residential floors
- Concierge office
- Car parking (front and rear)
- Ground-floor storage units
- Bicycle store
- Two lifts

2.0 Introduction

- 2.1 This strategy sets out how Derby Homes will involve residents, and all residential unit owners, in building safety decisions at Rivermead House.
- 2.2 A building safety decision is any decision taken by an Accountable Person concerning building management, the management of building safety risks, or any decision linked to statutory duties under the Building Safety Act 2022.
- 2.3 Residents can report building safety concerns to the Derby Homes Housing Management Team:
- **Phone:** 01332 888777
 - **Email:** contactus@derbyhomes.org
- Complaints can be made via the same telephone number or by emailing:
- housing.complaints@derbyhomes.org

3.0 Legal Duties

3.1 Duties of Derby City Council (Accountable Persons)

The Council must:

- Maintain a resident engagement strategy.
- Act in accordance with the strategy.
- Review and revise it as required and retain records of all reviews.
- Provide the latest version to all Accountable Persons.
- Consult residents, unit owners and Accountable Persons when appropriate, and consider their views.

3.2 Duties of Derby Homes (on behalf of the Council)

Derby Homes must

- Provide the latest strategy to residents and unit owners.
- Inform residents about building safety work.
- Provide details of contractors undertaking such work.

- 3.3 Derby Homes must collaborate with other Accountable Persons in preparing, reviewing, and updating the strategy.

4.0 The Resident Engagement Strategy

4.1 From 1 October 2023, Derby Homes has been responsible for developing and implementing the Resident Engagement Strategy for Rivermead House.

4.2 Rivermead House is registered with the Building Safety Regulator. The registration certificate is appended to this strategy.

5.0 Strategy Content

5.1 Information Provided to Residents

We will notify residents and unit owners of any major planned building safety works affecting the building, including works to communal areas or individual flats.

5.2 What We May Ask Residents About

We may consult residents where there are options regarding:

- Design elements
- Product choice
- Finishes or materials
- Resident preference relating to proposed safety works

5.3 How we consult and Engage with Residents and Unit Owners

Resident and owner consultation and engagement will be through one or more of the following:

- Postal letters and surveys
- Engagement HQ / “Let’s Talk Rivermead House”
- Quarterly resident meetings
- Housing management visits
- Pop-up engagement events
- Housing management surgeries
- Digital notice board at the main entrance
- Concierge service

5.4 We will provide information in alternative formats where required, including:

- Large print
- Easy read
- Braille
- Audio
- Alternative languages

Individual needs are identified through the **Keeping in Touch** and **About You** programmes.

- 5.5 We will review and act on feedback obtained during consultation on building safety decisions.
- 5.6 Outcomes and feedback will be shared via:
- Letters
 - Emails
 - Pop-up events
 - “Let’s Talk Rivermead House”
 - Residents’ meetings
- 5.7 We will clearly state the timescale for submitting opinions for each consultation.
- 5.8 All data will be processed and stored in accordance with the General Data Protection Regulation (GDPR).
- 5.9 We will record the number of participants and the engagement method used.
- 5.10 Participation data will help determine which engagement methods are most effective.
- 5.11 If feedback identifies dissatisfaction or low engagement, we will consider revising the strategy.

6.0 Distribution of the Resident Engagement Strategy

- 6.1 We will provide a copy of the strategy to all accountable persons by post.
- 6.2 We will distribute the strategy to each residential address at Rivermead House and encourage that it is shared with any occupants aged 16+ and all unit owners.
- 6.3 We will provide copies in suitable formats based on residents identified needs.
- 6.4 We will take reasonable steps to understand who lives in the building and their needs through:
- Annual fire safety inspections
 - Keeping in Touch and About You programmes
 - Personal Emergency Evacuation Plans (PEEPs)
- 6.5 We may use:
- Postal or email surveys
 - Online engagement
 - Pop-up events
 - Individual property visits

6.6 Whenever the strategy is updated, new versions will be provided by post and made available via the concierge and the “Let’s Talk Rivermead House” webpage.

6.7 We will consult:

- Tenants of rented units, and encourage other occupants aged 16+ to comment
- Unit owners
- Accountable Persons

The consultation period will be **3 weeks**.

7.0 Review of the Resident Engagement Strategy

7.1 We will revise this strategy following consultation and review it:

- At least every **2 years**
- After any Mandatory Occurrence Report
- Following significant material alterations to the building

8.0 Disputes

8.1 All feedback will be considered; however, the strategy may not be amended if a requested change is not appropriate.

8.2 Residents and unit owners may make a complaint to Derby Homes:

- Online - <https://www.derbyhomes.org/site-info/contact-us/#page-7>
- By email
- By phone
- In writing
- In person

If dissatisfied with the outcome, complaints may be escalated to the Building Safety Regulator - <https://www.gov.uk/guidance/contact-the-building-safety-regulator>.

9.0 Contact Details

Your Local Housing Office address is:

Sussex Circus Local Housing Office
St Andrew’s View
Derby
DE21 6YF

Telephone: 01332 888777